



Computer Support Work Order System - New Self Service Option!

The Information Technology Department is pleased to announce the launch of a new service for faculty and staff. You can now enter new work orders yourself, and you can review your work order history from any computer in the District. **Due to security reasons this service is only available within the RTHS D227 network. Access from home is NOT available at this time.**

TrackIt is a help desk management system that allows end-users to submit online requests (work orders) for specific services.

Now there are two ways to submit a work order:

Online	  <i>Click Here</i>
Call	Extension 5704

To login TrackIt simply click on the link titled "Technology Work Orders" on the District or your campuses STAFF drop down menu on the web site. From here you will see a list of all your work orders, newest to oldest. Clicking on the work order number will show details about the work order. You can also view the technician's notes as the work order progresses.

To enter a new work order, click on, "New Work Order." The work order will be put in under your name. Please be as descriptive as possible in the Notes area, and remember to include the room number. Once submitted your request will be logged into TrackIt Help Desk system, and you will receive an email confirmation. The work order will then be assigned to the appropriate technician. The Information Technology Department strives to resolve requests as quickly as possible.

For detailed documentation regarding the work order process please click on any of the links below or visit the Information Technology web page.

- [How to create a new work order?](#)
- [How to view previous work orders?](#)
- [How to complete your own work order?](#)

Thank you and if you have any questions or comments, please let me know.